

IANA Naming Function Monthly Performance Report

September 2025

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Summary of Performance

Metric	Category	Expected	Actual	Detail
Submission				
Acceptance Recognition	Routine (Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.00s	p5
Acceptance Recognition	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.00s	p6
Acceptance Recognition	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p6
Acceptance Recognition	Other Changes	≤60s (95.0%)	✓ 0.00s	p6
Manual Lodgment Time	Routine (Technical)	≤3d (95.0%)	✓ —	p7
Manual Lodgment Time	Routine (Non-Technical)	≤3d (95.0%)	✓ 0.00d	p7
Manual Lodgment Time	gTLD Creation/Transfer	≤3d (95.0%)	✓ 0.01d	p7
Manual Lodgment Time	ccTLD Creation/Transfer	≤3d (95.0%)	✓ —	p8
Manual Lodgment Time	Other Changes	≤3d (95.0%)	✓ —	p8
Technical Checks				
Technical Check (First)	Routine (Technical)	≤50m (95.0%)	✓ 3.21m	p9
Technical Check (First)	gTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	ccTLD Creation/Transfer	≤50m (95.0%)	✓ —	p9
Technical Check (First)	Other Changes	≤50m (95.0%)	✓ 16.99m	p10
Technical Check (Retest)	Routine (Technical)	≤10m (95.0%)	✓ 2.31m	p10
Technical Check (Retest)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p11
Technical Check (Retest)	Other Changes	≤10m (95.0%)	✓ 2.06m	p11
Technical Check (Supplemental)	Routine (Technical)	≤10m (95.0%)	✗ 12.22m	p12
Technical Check (Supplemental)	gTLD Creation/Transfer	≤10m (95.0%)	✓ —	p12
Technical Check (Supplemental)	ccTLD Creation/Transfer	≤10m (95.0%)	✓ —	p13
Technical Check (Supplemental)	Other Changes	≤10m (95.0%)	✓ 2.23m	p13
Contact Confirmations				
Email Dispatch	Routine (Technical)	≤60s (95.0%)	✓ 2.485s	p14
Email Dispatch	Routine (Non-Technical)	≤60s (95.0%)	✓ 2.299s	p14
Email Dispatch	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.456s	p14
Email Dispatch	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p15
Email Dispatch	Other Changes	≤60s (95.0%)	✓ 0.476s	p15
Recognition of Confirmation	Routine (Technical)	≤60000ms (95.0%)	✓ 0.37ms	p16
Recognition of Confirmation	Routine (Non-Technical)	≤60000ms (95.0%)	✓ 0.75ms	p16
Recognition of Confirmation	gTLD Creation/Transfer	≤60000ms (95.0%)	✓ 0.13ms	p16
Recognition of Confirmation	ccTLD Creation/Transfer	≤60000ms (95.0%)	✓ —	p17
Recognition of Confirmation	Other Changes	≤60000ms (95.0%)	✓ 0.91ms	p17
Staff Processing				
Validation and Reviews	Routine (Technical)	≤5d (90.0%)	✓ 1.54d	p18
Validation and Reviews	Routine (Non-Technical)	≤5d (90.0%)	✓ 1.45d	p18
Validation and Reviews	gTLD Creation/Transfer	≤10d (90.0%)	✓ 0.19d	p18
Validation and Reviews	ccTLD Creation/Transfer	N/A	—	p19
Validation and Reviews	Other Changes	N/A	0.83d	p19
Third Party Approval	ccTLD Creation/Transfer	N/A	—	p20
ccTLD Creation/Transfer				

Metric	Category	Expected	Actual	Detail
Submission Review	Staff Review	≤14d (100.0%)	✓ —	p21
Requester Clarification	Requester Clarification	N/A	—	p22
Report Preparation	Report Preparation	≤21d (100.0%)	✓ —	p23
Implementation				
Root Zone Publication	Routine (Technical)	≤72h (99.0%)	✓ 23.47h	p24
Root Zone Publication	gTLD Creation/Transfer	≤72h (99.0%)	✓ —	p24
Root Zone Publication	ccTLD Creation/Transfer	≤72h (99.0%)	✓ —	p24
Root Zone Publication	Other Changes	N/A	4.51h	p25
Notification of Completion	Routine (Technical)	≤60s (95.0%)	✓ 2.21s	p25
Notification of Completion	Routine (Non-Technical)	≤60s (95.0%)	✓ 0.94s	p26
Notification of Completion	gTLD Creation/Transfer	≤60s (95.0%)	✓ 0.18s	p26
Notification of Completion	ccTLD Creation/Transfer	≤60s (95.0%)	✓ —	p26
Notification of Completion	Other Changes	≤60s (95.0%)	✓ 2.23s	p26
System Availability				
IANA Website	IANA Site Availability	≥99%	✓ 100.00%	p27
Root Zone Management System	RZM Availability	≥99%	✓ 99.98%	p28
Directory Service	WHOIS Availability	≥99%	✓ 99.99%	p29
Root Zone Service Level Dashboard	Dashboard Availability	≥99%	✓ 100.00%	p30
Credential Recovery	Credential Recovery Response	≤60s (95.0%)	✓ 0.93s	p31
Credential Change	Credential Change	≤300s (95.0%)	✓ 0.584s	p32
Accuracy				
Root Zone File	Routine (Technical)	100%	✓ 100.00%	p33
Root Zone File	gTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone File	ccTLD Creation/Transfer	100%	✓ 100.00%	p33
Root Zone File	Other Changes	100%	✓ 100.00%	p33
Root Zone Database	Routine (Technical)	100%	✓ 100.00%	p34
Root Zone Database	Routine (Non-Technical)	100%	✓ 100.00%	p34
Root Zone Database	gTLD Creation/Transfer	100%	✓ 100.00%	p34
Root Zone Database	ccTLD Creation/Transfer	100%	✓ 100.00%	p34
Root Zone Database	Other Changes	100%	✓ 100.00%	p35
Enquiry Processing				
Time to acknowledge	Manual Enquiries	≤60s (95.0%)	✓ 0.00s	p35
Time to initial response	Manual Enquiries	≤5d (90.0%)	✓ 0.67d	p36
Label Generation Rulesets				
Review Time	Review Time	≤5d (90.0%)	✓ 1.89d	p37
Implementation Time	Implementation Time	≤7d (90.0%)	✓ 6.11d	p38
Requester Clarification	Requester Clarification	N/A	1	p39
Time per Actor	IANA	N/A	8.10d	p40
Time per Actor	Requester	N/A	0.26d	p40
Time per Actor	Authorizer	N/A	6.00d	p40
Time per Actor	Regulatory	N/A	0.01d	p40
Request Volumes	Request Volumes	N/A	4285	p41

Percentage of SLA thresholds met of those defined

63 of 64 (98.4%)

Exceptions and Narrative for Reporting Period

Metric	Category	Expected	Actual
Technical Check (Supplemental)	Routine (Technical)	10m	12.22m 
Primary cause:	Undetermined		
Analysis/Comments:	Two test invocations during the month did not complete on the first attempt but were automatically restarted after approximately 15 minutes and then completed successfully. Since the cause could not be determined, logging has been enhanced and service configurations will be reviewed to help prevent similar delays. The remaining 25 of 27 tests conducted during the month in this category completed within 3 minutes (i.e. within the 10 minute commitment).		

[illegible]

Routine (Non-Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Longest Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s

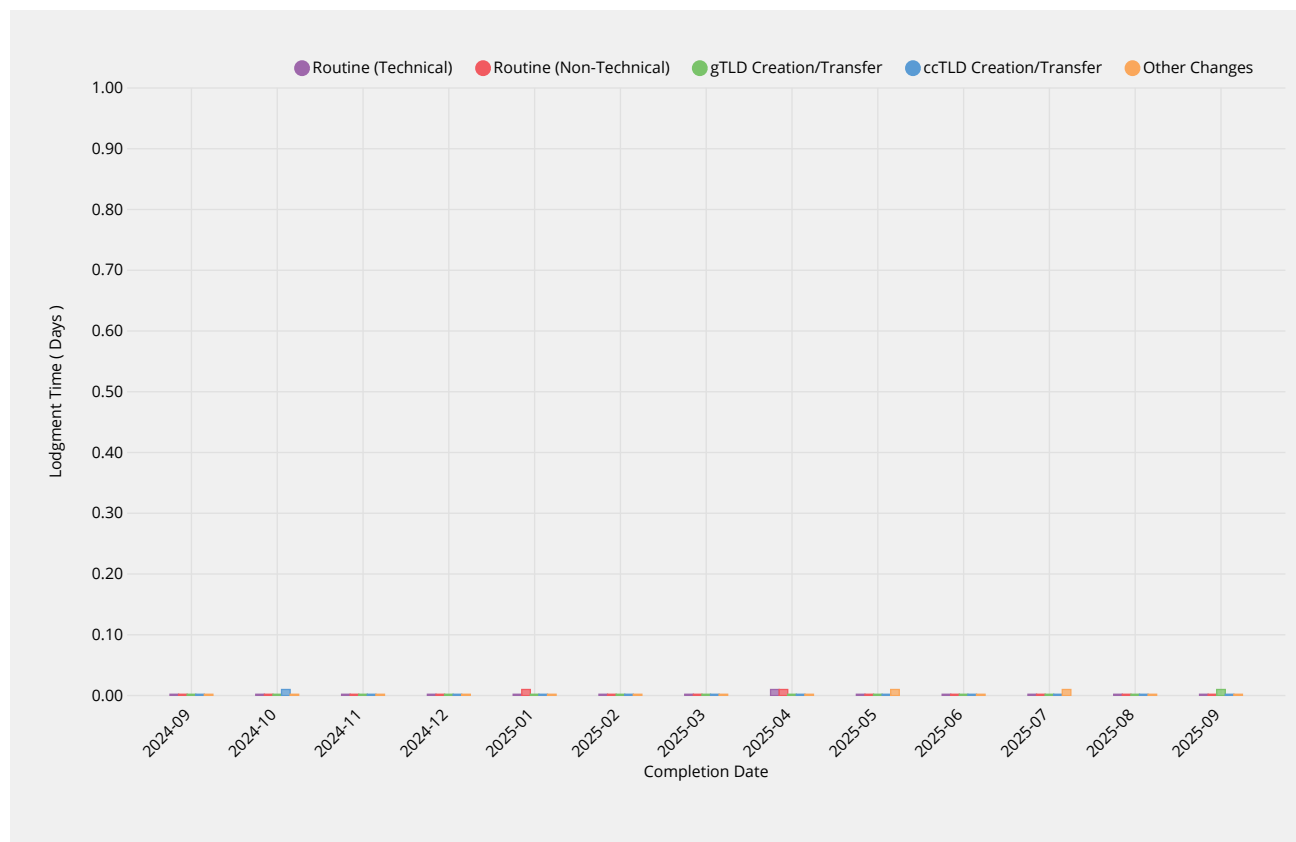
gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Acceptance Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	0	1	3	0	0	1	1	1	1	0	0	1
Mean Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s
Shortest Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s
Longest Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s
Median Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s
PStDev Time	—	—	0.00s	0.00s	—	—	0.00s	0.00s	0.00s	0.00s	—	—	0.00s

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Acceptance Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	0	1	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—
Shortest Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—
Longest Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—
Median Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—
PStDev Time	—	0.00s	—	—	—	—	—	—	—	—	0.00s	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Acceptance Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acceptance Count	5	0	0	0	3	3	2	5	3	0	2	2	4
Mean Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s
Shortest Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s
Longest Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s
Median Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s
PStDev Time	0.00s	—	—	—	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	0.00s	0.00s

Manual Lodgment Time

Time for lodgment of change request into RZMS by ICANN staff on behalf of request sent by email.



Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Lodgment Time	—	—	—	—	—	—	—	0.01d	—	—	0.00d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	0	0	0	0	0	0	3	0	0	5	0	0
Mean Time	—	—	—	—	—	—	—	0.00d	—	—	0.00d	—	—
Shortest Time	—	—	—	—	—	—	—	0.00d	—	—	0.00d	—	—
Longest Time	—	—	—	—	—	—	—	0.01d	—	—	0.00d	—	—
Median Time	—	—	—	—	—	—	—	0.00d	—	—	0.00d	—	—
PStDev Time	—	—	—	—	—	—	—	0.00d	—	—	0.00d	—	—

[illegible][illegible]

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Lodgment Count	0	0	1	3	0	0	1	1	1	1	0	0	1
Mean Time	—	—	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d
Shortest Time	—	—	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d
Longest Time	—	—	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d
Median Time	—	—	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.01d
PStDev Time	—	—	0.00d	0.00d	—	—	0.00d	0.00d	0.00d	0.00d	—	—	0.00d

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Lodgment Time	—	0.01d	—	—	—	—	—	—	—	—	0.00d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	0	1	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	0.01d	—	—	—	—	—	—	—	—	0.00d	—	—
Shortest Time	—	0.01d	—	—	—	—	—	—	—	—	0.00d	—	—
Longest Time	—	0.01d	—	—	—	—	—	—	—	—	0.00d	—	—
Median Time	—	0.01d	—	—	—	—	—	—	—	—	0.00d	—	—
PStDev Time	—	0.00d	—	—	—	—	—	—	—	—	0.00d	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Lodgment Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.01d	—	0.01d	—	—
Monthly Threshold	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d	3d
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Lodgment Count	2	0	0	0	0	2	1	2	2	0	1	0	0
Mean Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—
Shortest Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—
Longest Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.01d	—	0.01d	—	—
Median Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.01d	—	—
PStDev Time	0.00d	—	—	—	—	0.00d	0.00d	0.00d	0.00d	—	0.00d	—	—

Technical Checks

Technical Check (First)

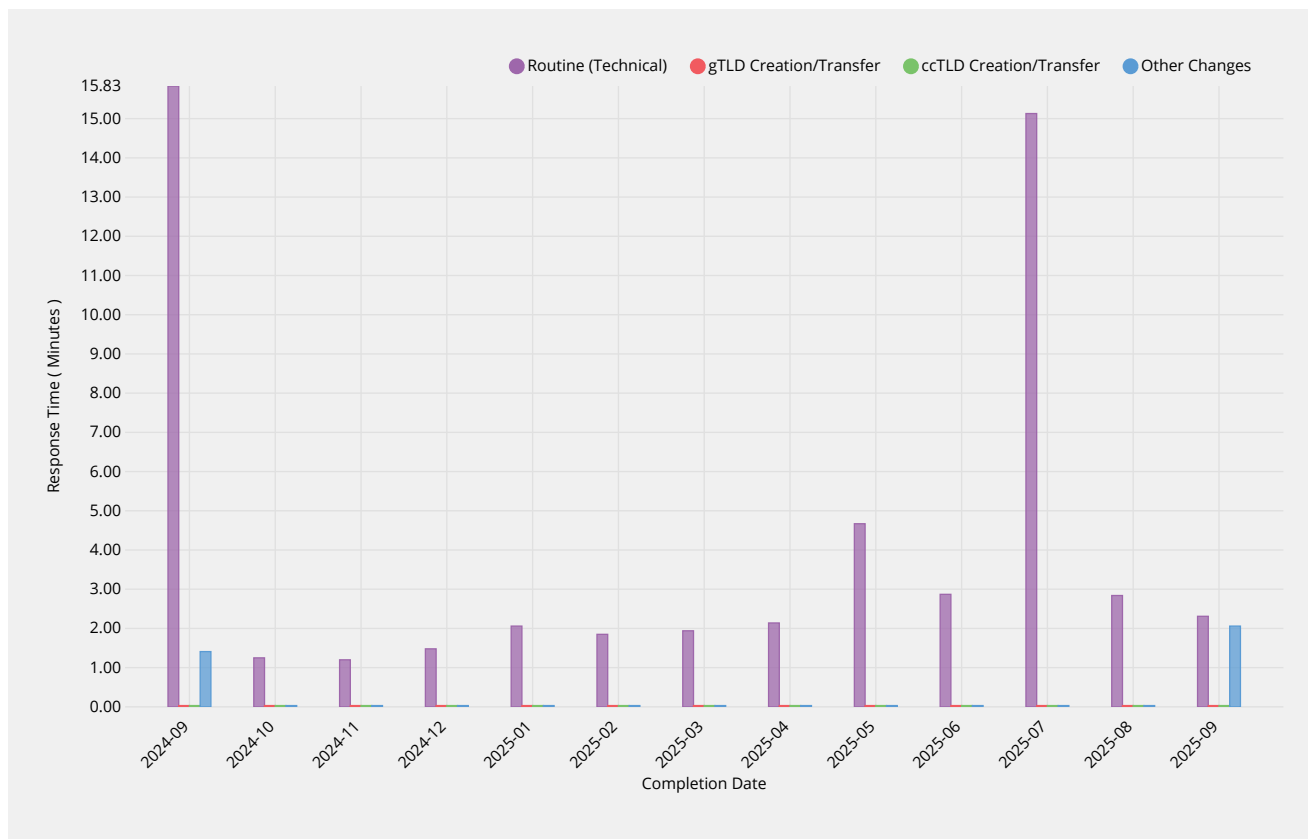
Time to return results for technical checks following submission of request via automated submission

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	2.23m	—	—	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	16.99m
Monthly Threshold	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m	50m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
First Test Count	3	0	0	0	2	0	0	1	1	0	1	0	2
Mean Time	1.73m	—	—	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m
Shortest Time	1.39m	—	—	—	1.32m	—	—	1.46m	1.45m	—	3.02m	—	2.54m
Longest Time	2.31m	—	—	—	1.34m	—	—	1.46m	1.45m	—	3.02m	—	17.75m
Median Time	1.49m	—	—	—	1.33m	—	—	1.46m	1.45m	—	3.02m	—	10.14m
PStDev Time	0.41m	—	—	—	0.01m	—	—	0.00m	0.00m	—	0.00m	—	7.61m

Technical Check (Retest)

Time to return results for subsequent performance of technical checks during retesting due to earlier failed tests.



Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	15.83m	1.25m	1.20m	1.48m	2.06m	1.85m	1.94m	2.14m	4.67m	2.87m	15.13m	2.84m	2.31m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Retest Count	14	174	224	138	89	160	85	63	109	117	545	99	53
Mean Time	2.74m	0.85m	0.79m	1.20m	1.74m	1.05m	1.49m	0.76m	2.40m	1.80m	2.36m	1.86m	1.44m
Shortest Time	0.36m	0.22m	0.31m	0.19m	0.56m	0.22m	0.55m	0.23m	0.26m	0.20m	0.19m	0.28m	0.50m
Longest Time	16.31m	1.54m	1.44m	16.15m	16.54m	8.10m	16.31m	3.92m	17.07m	16.56m	45.78m	18.26m	2.63m

Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Median Time	0.53m	0.89m	0.85m	1.09m	1.65m	0.73m	1.33m	0.37m	1.59m	1.23m	0.92m	1.40m	1.44m
PStDev Time	5.40m	0.26m	0.27m	1.79m	1.63m	1.33m	1.64m	0.68m	3.19m	3.07m	6.10m	2.86m	0.55m

[illegible][illegible][illegible]

Time to return results for performance of technical checks during Supplemental Technical Check phase.



Primary cause: Undetermined

Analysis/Comments: Two test invocations during the month did not complete on the first attempt but were automatically restarted after approximately 15 minutes and then completed successfully. Since the cause could not be determined, logging has been enhanced and service configurations will be reviewed to help prevent similar delays. The remaining 25 of 27 tests conducted during the month in this category completed within 3 minutes (i.e. within the 10 minute commitment).

[illegible]

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

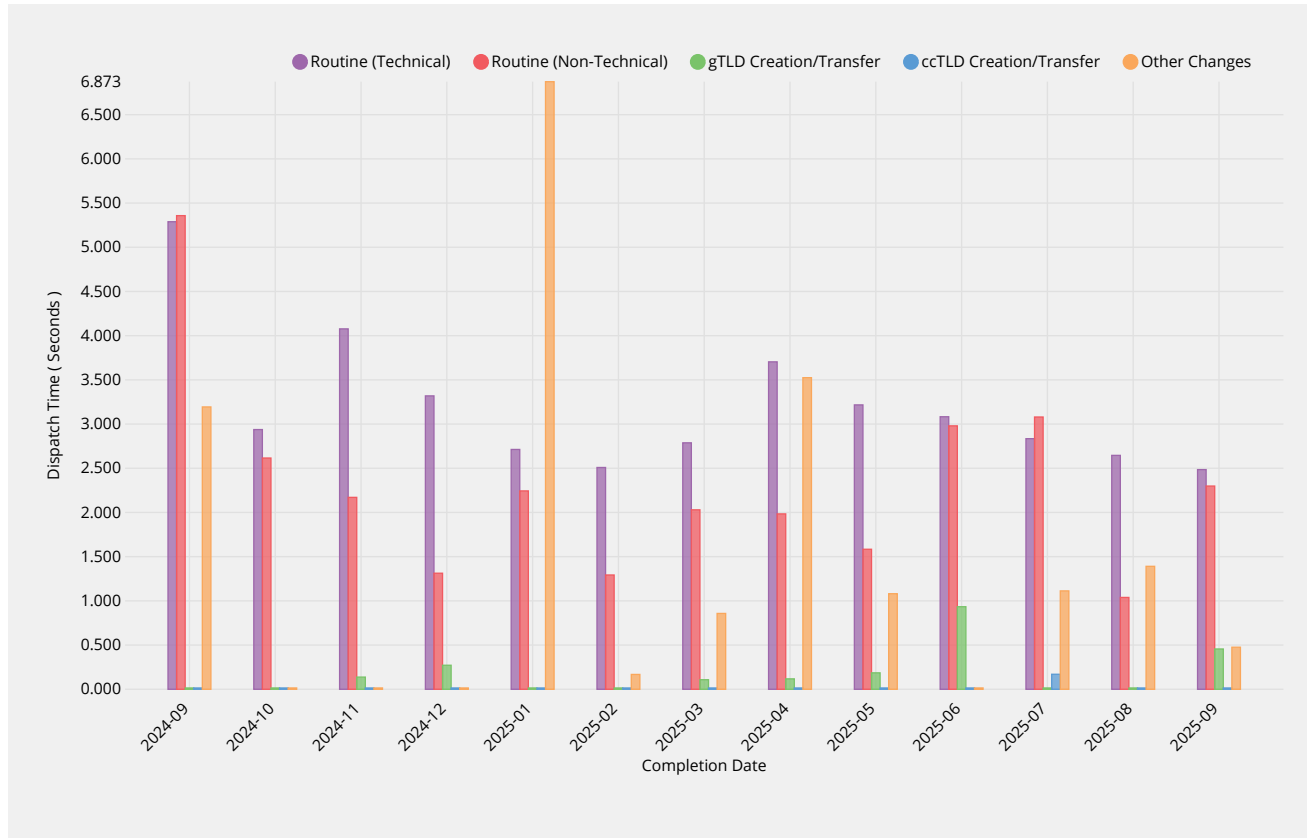
Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	1.69m	—	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.23m
Monthly Threshold	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m	10m
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Supplemental Test Count	3	0	0	0	1	0	0	0	1	0	1	0	2
Mean Time	1.18m	—	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m
Shortest Time	0.57m	—	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.55m
Longest Time	1.74m	—	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	2.26m
Median Time	1.22m	—	—	—	0.67m	—	—	—	2.05m	—	2.20m	—	1.91m
PStDev Time	0.48m	—	—	—	0.00m	—	—	—	0.00m	—	0.00m	—	0.36m

Contact Confirmations

Email Dispatch

Time for authorization contacts to be asked to approve change request after completing previous

process phase.



Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Dispatch Time	5.289s	2.938s	4.077s	3.319s	2.713s	2.509s	2.788s	3.704s	3.217s	3.083s	2.835s	2.646s	2.485s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	36	37	46	37	14	35	27	50	86	100	81	23	20
Mean Time	2.958s	1.588s	2.024s	1.734s	1.508s	1.400s	1.450s	1.601s	1.385s	1.408s	1.519s	1.396s	1.349s
Shortest Time	1.201s	0.237s	0.193s	0.055s	1.053s	0.249s	0.543s	0.130s	0.033s	0.297s	0.059s	0.272s	0.255s
Longest Time	6.289s	3.139s	5.341s	3.481s	4.122s	3.667s	3.426s	4.529s	5.661s	4.865s	4.605s	3.395s	2.649s
Median Time	3.048s	1.255s	1.706s	1.607s	1.257s	1.204s	1.208s	1.196s	1.171s	1.183s	1.243s	1.248s	1.201s
PStDev Time	1.282s	0.721s	1.101s	0.907s	0.769s	0.670s	0.632s	0.988s	0.909s	0.735s	0.758s	0.731s	0.631s

Routine (Non-Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Dispatch Time	5.358s	2.616s	2.171s	1.313s	2.244s	1.293s	2.030s	1.984s	1.584s	2.980s	3.080s	1.039s	2.299s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	25	39	28	19	109	117	27	93	68	26	28	82	67
Mean Time	2.683s	0.882s	0.680s	0.363s	0.606s	0.279s	0.864s	0.429s	0.299s	0.670s	0.786s	0.322s	0.494s
Shortest Time	0.090s	0.077s	0.062s	0.057s	0.028s	0.039s	0.040s	0.042s	0.031s	0.049s	0.047s	0.042s	0.047s
Longest Time	7.136s	3.498s	3.577s	3.205s	3.540s	4.242s	3.491s	3.720s	2.284s	4.294s	3.372s	2.372s	4.338s
Median Time	2.666s	0.433s	0.274s	0.107s	0.238s	0.067s	0.526s	0.138s	0.107s	0.316s	0.313s	0.211s	0.188s
PStDev Time	1.567s	0.892s	0.830s	0.711s	0.759s	0.592s	0.825s	0.749s	0.510s	0.998s	1.011s	0.401s	0.814s

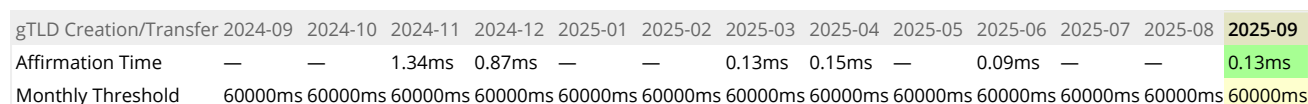
gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Dispatch Time	—	—	0.138s	0.272s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	1	3	0	0	1	1	1	1	0	0	1
Mean Time	—	—	0.138s	0.183s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Shortest Time	—	—	0.138s	0.089s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s
Longest Time	—	—	0.138s	0.282s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s
Median Time	—	—	0.138s	0.179s	—	—	0.108s	0.118s	0.186s	0.934s	—	—	0.456s
PStDev Time	—	—	0.000s	0.079s	—	—	0.000s	0.000s	0.000s	0.000s	—	—	0.000s

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Dispatch Time	—	—	—	—	—	—	—	—	—	—	0.170s	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.141s	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.109s	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.173s	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.141s	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.032s	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Dispatch Time	3.194s	—	—	—	6.873s	0.168s	0.858s	3.525s	1.081s	—	1.113s	1.391s	0.476s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Email Count	5	0	0	0	2	3	2	5	3	0	2	2	4
Mean Time	1.600s	—	—	—	4.487s	0.102s	0.612s	0.970s	0.447s	—	0.612s	0.814s	0.314s
Shortest Time	0.117s	—	—	—	1.836s	0.047s	0.338s	0.062s	0.046s	—	0.056s	0.172s	0.128s
Longest Time	3.465s	—	—	—	7.139s	0.177s	0.885s	4.343s	1.189s	—	1.169s	1.455s	0.488s
Median Time	2.092s	—	—	—	4.487s	0.082s	0.612s	0.108s	0.107s	—	0.612s	0.814s	0.320s
PStDev Time	1.272s	—	—	—	2.651s	0.055s	0.274s	1.688s	0.525s	—	0.557s	0.642s	0.142s

Time for response to be affirmed by IANA.



gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	1	3	0	0	1	1	0	1	0	0	1
Mean Time	—	—	1.34ms	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms
Shortest Time	—	—	1.34ms	0.16ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms
Longest Time	—	—	1.34ms	0.91ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms
Median Time	—	—	1.34ms	0.54ms	—	—	0.13ms	0.15ms	—	0.09ms	—	—	0.13ms
PStDev Time	—	—	0.00ms	0.31ms	—	—	0.00ms	0.00ms	—	0.00ms	—	—	0.00ms

ccTLD Creation/ Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Affirmation Time	—	—	—	—	—	—	—	—	—	—	0.59ms	—	—
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	0.37ms	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	0.13ms	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	0.61ms	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	0.37ms	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	0.24ms	—	—

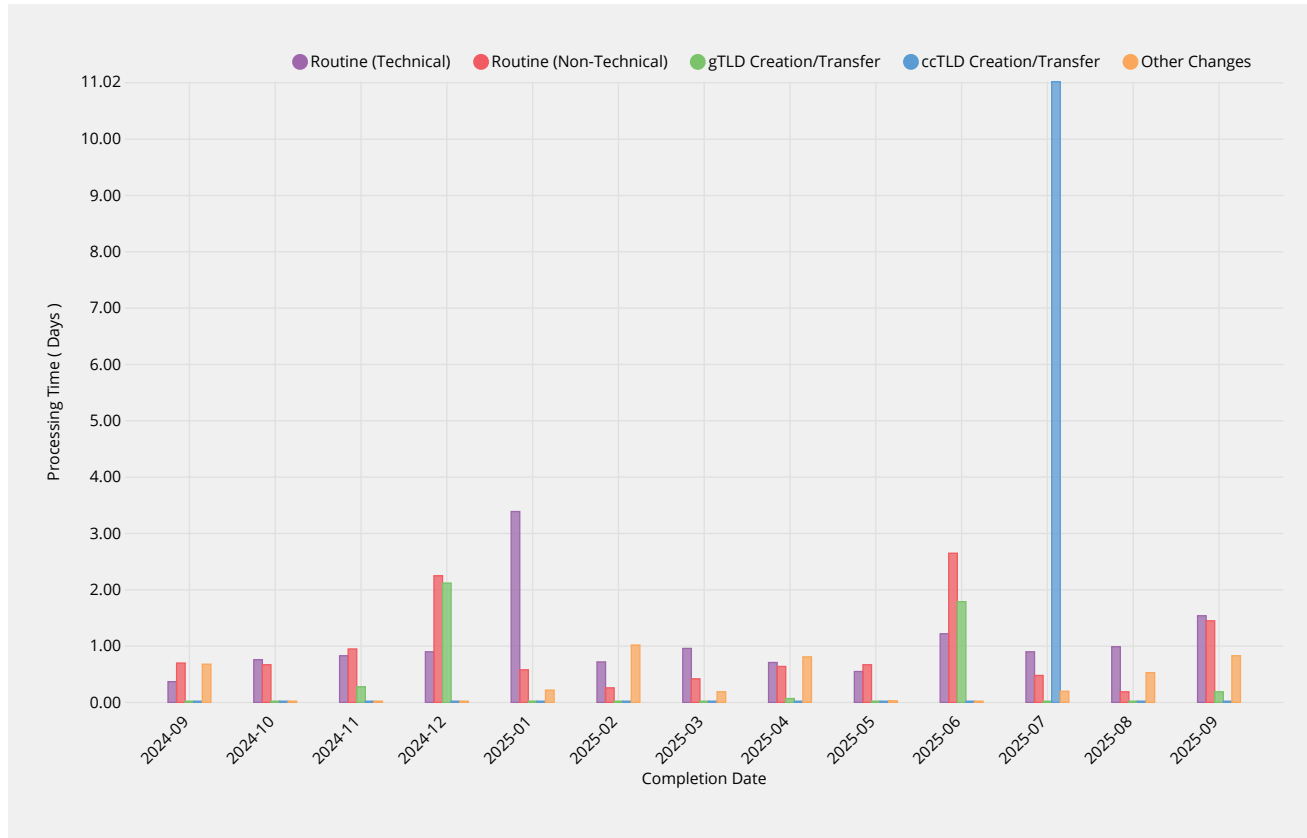
Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Affirmation Time	0.43ms	—	—	—	0.84ms	0.11ms	0.44ms	0.21ms	0.27ms	—	0.33ms	0.09ms	0.91ms
Monthly Threshold	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms	60000ms
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Affirmation Count	4	0	0	0	2	3	2	4	3	0	2	2	4
Mean Time	0.27ms	—	—	—	0.46ms	0.10ms	0.27ms	0.15ms	0.21ms	—	0.23ms	0.09ms	0.53ms
Shortest Time	0.12ms	—	—	—	0.05ms	0.09ms	0.07ms	0.10ms	0.13ms	—	0.11ms	0.09ms	0.06ms
Longest Time	0.45ms	—	—	—	0.88ms	0.12ms	0.46ms	0.22ms	0.28ms	—	0.34ms	0.10ms	0.95ms
Median Time	0.25ms	—	—	—	0.46ms	0.10ms	0.27ms	0.13ms	0.21ms	—	0.23ms	0.09ms	0.56ms
PStDev Time	0.13ms	—	—	—	0.41ms	0.01ms	0.19ms	0.05ms	0.06ms	—	0.12ms	0.00ms	0.33ms

Staff Processing

Validation and Reviews

Time to complete all other validations and reviews by IANA Functions Operator and release request for

implementation.



Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	0.37d	0.76d	0.83d	0.90d	3.39d	0.72d	0.96d	0.71d	0.55d	1.22d	0.90d	0.99d	1.54d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	35	33	46	37	14	32	25	50	86	100	81	18	20
Mean Time	0.19d	0.45d	0.46d	0.48d	2.46d	0.33d	0.40d	0.31d	0.33d	0.59d	0.46d	0.53d	0.57d
Shortest Time	0.02d	0.05d	0.05d	0.01d	0.07d	0.02d	0.01d	0.01d	0.03d	0.05d	0.06d	0.02d	0.04d
Longest Time	0.76d	2.75d	2.93d	1.36d	24.09d	0.97d	2.44d	2.80d	2.16d	1.26d	2.89d	1.38d	2.59d
Median Time	0.14d	0.29d	0.33d	0.37d	0.39d	0.28d	0.21d	0.20d	0.35d	0.40d	0.31d	0.47d	0.31d
PStDev Time	0.15d	0.58d	0.49d	0.32d	6.10d	0.26d	0.51d	0.43d	0.29d	0.49d	0.60d	0.38d	0.67d

Routine (Non-Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	0.70d	0.67d	0.95d	2.25d	0.58d	0.26d	0.42d	0.64d	0.67d	2.65d	0.48d	0.19d	1.45d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	21	35	26	17	101	117	22	90	67	24	27	80	62
Mean Time	0.28d	0.29d	0.40d	0.85d	0.25d	0.14d	0.18d	0.51d	0.32d	3.74d	0.19d	0.15d	0.39d
Shortest Time	0.01d	0.00d	0.00d	0.03d	0.01d	0.01d	0.02d	0.01d	0.04d	0.00d	0.00d	0.02d	0.01d
Longest Time	1.98d	1.90d	2.69d	4.93d	1.04d	2.48d	0.73d	2.57d	0.86d	75.00d	2.37d	0.86d	2.59d
Median Time	0.06d	0.16d	0.13d	0.34d	0.13d	0.06d	0.08d	0.63d	0.20d	0.44d	0.02d	0.09d	0.06d
PStDev Time	0.47d	0.36d	0.58d	1.25d	0.26d	0.28d	0.20d	0.34d	0.25d	14.88d	0.46d	0.18d	0.64d

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	—	—	0.28d	2.12d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d
Monthly Threshold	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d	10d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	0	0	1	3	0	0	1	1	0	1	0	0	1
Mean Time	—	—	0.28d	0.92d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Shortest Time	—	—	0.28d	0.06d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d
Longest Time	—	—	0.28d	2.64d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d
Median Time	—	—	0.28d	0.07d	—	—	0.02d	0.07d	—	1.79d	—	—	0.19d
PStDev Time	—	—	0.00d	1.21d	—	—	0.00d	0.00d	—	0.00d	—	—	0.00d

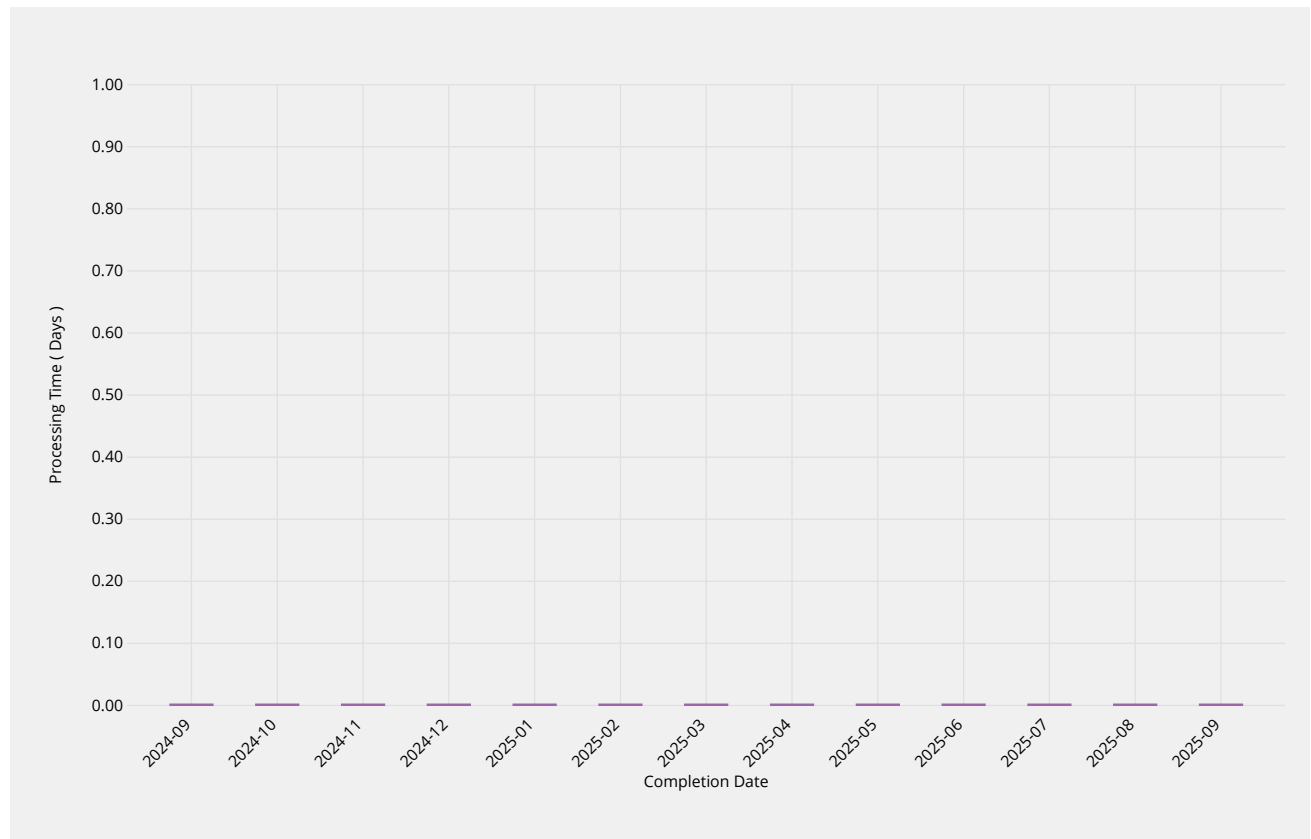
ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	—	—	—	—	—	—	—	—	—	—	11.02d	—	—
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	2	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	9.99d	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	8.96d	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	11.02d	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	9.99d	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	1.03d	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	4	0	0	0	2	3	2	4	3	0	2	2	4
Mean Time	0.28d	—	—	—	0.16d	0.71d	0.10d	0.39d	0.02d	—	0.13d	0.49d	0.60d
Shortest Time	0.06d	—	—	—	0.11d	0.09d	0.01d	0.12d	0.02d	—	0.06d	0.44d	0.22d
Longest Time	0.68d	—	—	—	0.22d	1.02d	0.19d	0.81d	0.03d	—	0.20d	0.53d	0.83d
Median Time	0.19d	—	—	—	0.16d	1.02d	0.10d	0.31d	0.02d	—	0.13d	0.49d	0.67d
PStDev Time	0.24d	—	—	—	0.06d	0.44d	0.09d	0.26d	0.00d	—	0.07d	0.04d	0.24d

Third Party Approval

Time for third party review of request (e.g. by ICANN Board of Directors, PTI Board or other relevant

verification parties).



ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Processing Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

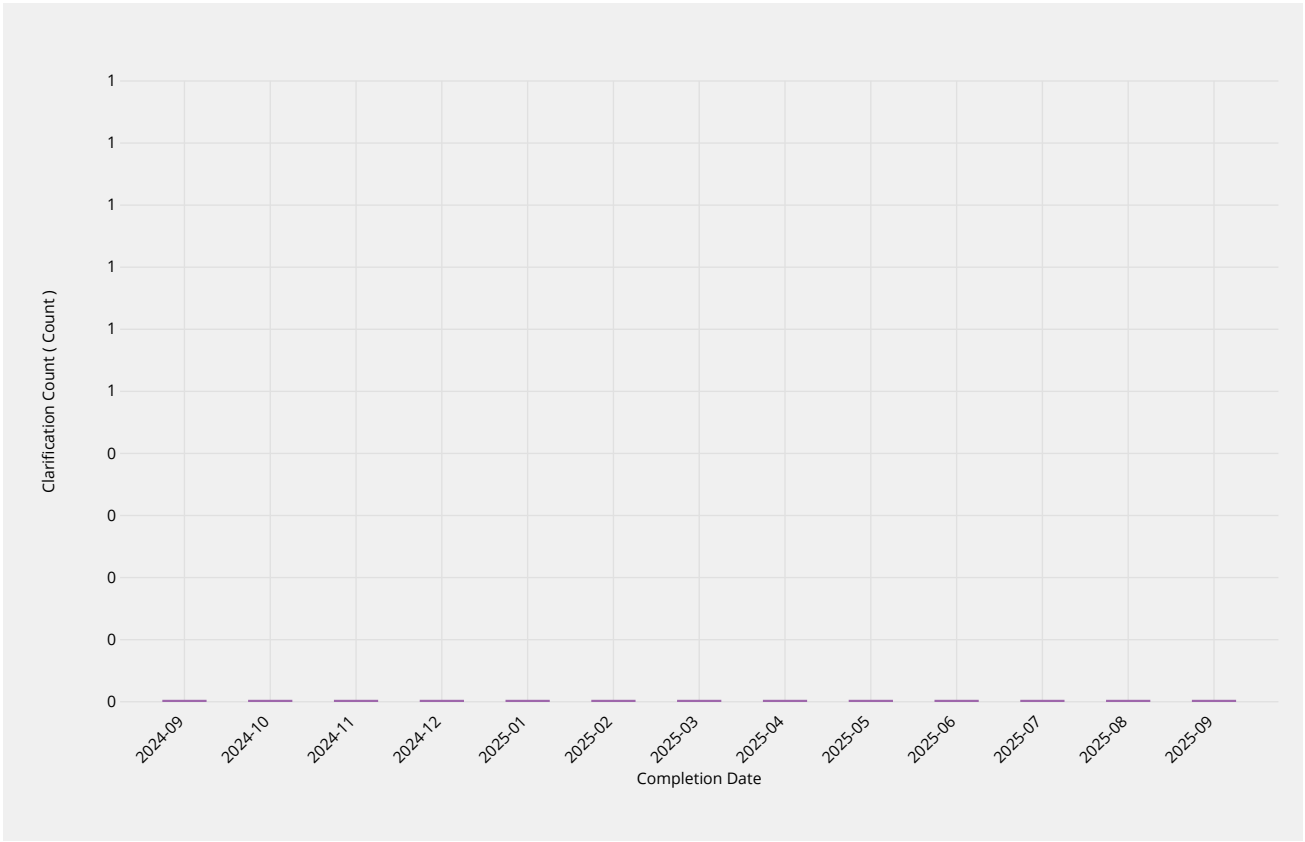
ccTLD Creation/Transfer

Submission Review

Time it takes staff to process the information included in each documentation submission, and respond

Requester Clarification

The number of times a clarification or remediation was required from the requester.

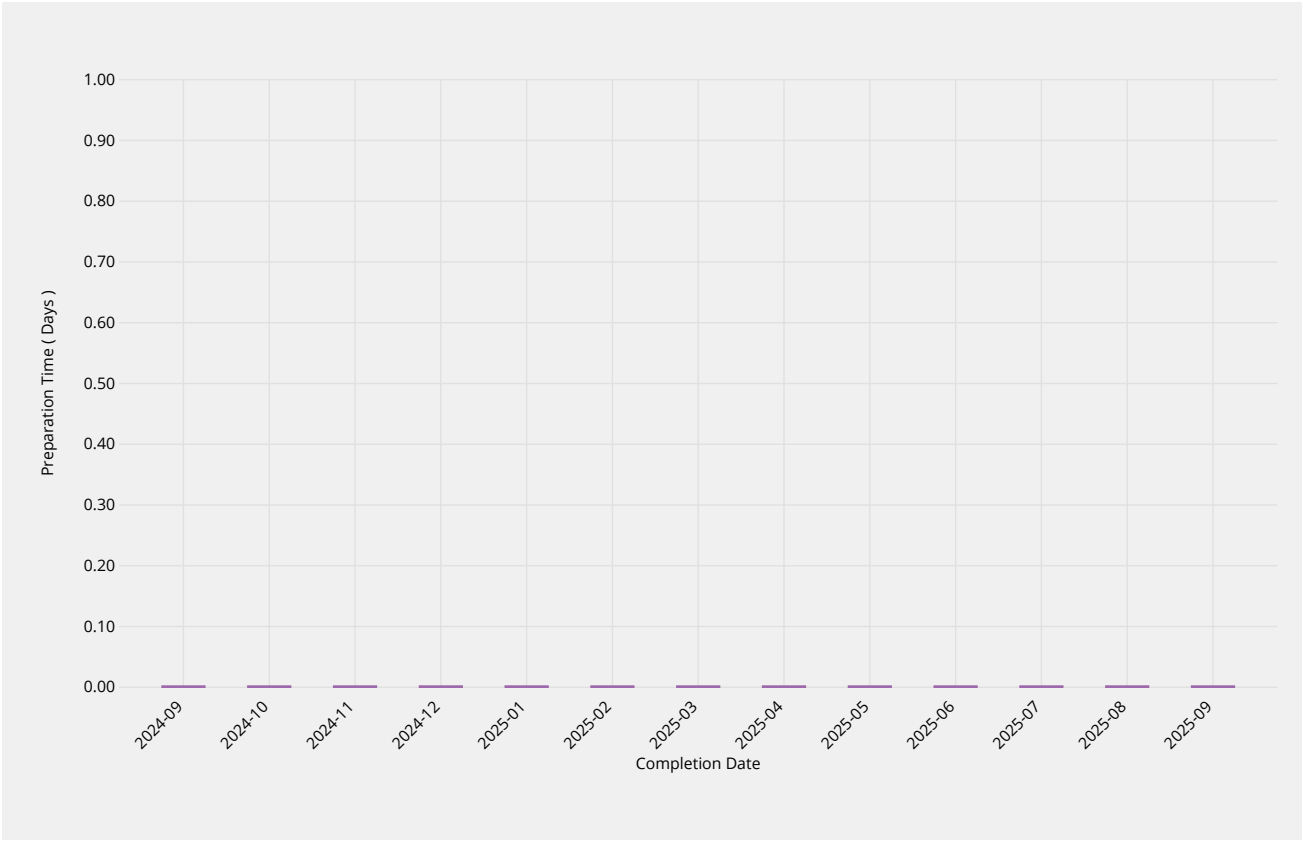


Requester Clarification	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Clarification Count	—	0	—	—	—	—	—	—	—	—	0	—	—
Request Count	0	1	0	0	0	0	0	0	0	0	2	0	0
Lowest Count	—	0	—	—	—	—	—	—	—	—	0	—	—
Highest Count	—	0	—	—	—	—	—	—	—	—	0	—	—

Report Preparation

Time it takes for staff to prepare a delegation or transfer report to be submitted for review and

publication.



Report Preparation	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Preparation Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d	21d
Threshold Percentile	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Report Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Implementation

Root Zone Publication

Time for root zone changes to be published following completion of validations and reviews by IANA

The chart displays the publication time in hours for four categories of changes over a 12-month period from September 2024 to September 2025. The y-axis represents the publication time in hours, ranging from 0.00 to 42.96. The x-axis represents the completion date. The legend indicates four categories: Routine (Technical) (purple), gTLD Creation/Transfer (red), ccTLD Creation/Transfer (green), and Other Changes (blue).

Completion Date	Routine (Technical)	gTLD Creation/Transfer	ccTLD Creation/Transfer	Other Changes
2024-09	22.5	0.1	0.1	5.5
2024-10	23.0	0.1	0.1	0.1
2024-11	23.5	0.1	0.1	0.1
2024-12	28.0	0.1	0.1	0.1
2025-01	38.0	0.1	0.1	6.5
2025-02	23.0	0.1	0.1	3.5
2025-03	42.5	0.1	0.1	0.1
2025-04	22.5	0.1	0.1	4.5
2025-05	26.5	0.1	0.1	23.0
2025-06	22.5	0.1	0.1	0.1
2025-07	18.5	0.1	0.1	2.0
2025-08	40.5	0.1	0.1	5.0
2025-09	23.5	0.1	0.1	4.5

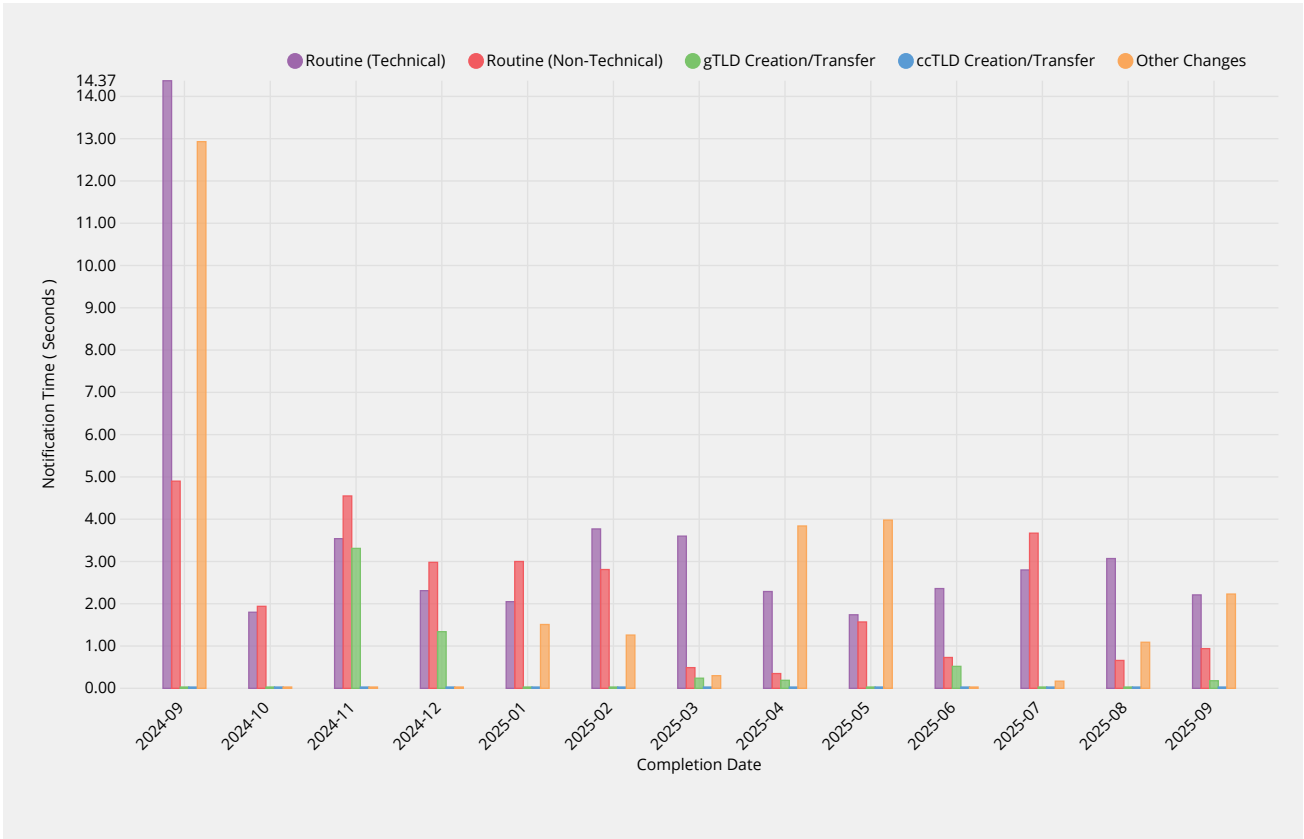
[illegible][illegible]

ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Publication Time	5.42h	—	—	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h
Monthly Threshold	—	—	—	—	—	—	—	—	—	—	—	—	—
Threshold Percentile	—	—	—	—	—	—	—	—	—	—	—	—	—
Publication Count	4	0	0	0	1	2	0	2	2	0	1	1	2
Mean Time	4.05h	—	—	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h
Shortest Time	1.60h	—	—	—	6.21h	3.20h	—	1.40h	3.62h	—	1.81h	5.01h	4.21h
Longest Time	5.42h	—	—	—	6.21h	3.21h	—	4.21h	22.87h	—	1.81h	5.01h	4.51h
Median Time	4.60h	—	—	—	6.21h	3.21h	—	2.81h	13.24h	—	1.81h	5.01h	4.36h
PStDev Time	1.45h	—	—	—	0.00h	0.00h	—	1.40h	9.63h	—	0.00h	0.00h	0.15h

Notification of Completion

Time to notify requester of change completion following publication of requested changes.



Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Notification Time	14.37s	1.80s	3.54s	2.31s	2.05s	3.77s	3.60s	2.29s	1.74s	2.36s	2.80s	3.07s	2.21s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	35	33	46	37	14	32	25	50	86	100	80	18	20
Mean Time	4.29s	0.94s	1.33s	1.15s	0.97s	1.52s	1.49s	1.22s	1.12s	1.18s	1.12s	1.12s	1.13s
Shortest Time	0.18s	0.09s	0.08s	0.06s	0.08s	0.05s	0.13s	0.06s	0.05s	0.06s	0.04s	0.06s	0.11s
Longest Time	15.51s	2.51s	5.04s	3.45s	2.90s	6.08s	4.39s	2.47s	2.85s	6.26s	6.05s	3.16s	2.97s
Median Time	3.20s	1.16s	1.12s	1.22s	1.10s	1.34s	1.26s	1.22s	1.20s	1.13s	1.17s	1.18s	1.12s

Routine (Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
PStDev Time	4.10s	0.62s	1.16s	0.77s	0.74s	1.30s	0.97s	0.65s	0.54s	1.04s	1.00s	0.92s	0.65s

Routine (Non-Technical)	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Notification Time	4.90s	1.94s	4.55s	2.98s	3.00s	2.81s	0.49s	0.35s	1.57s	0.73s	3.67s	0.66s	0.94s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	21	35	26	17	101	117	22	90	67	23	27	80	62
Mean Time	2.16s	0.62s	1.03s	0.81s	0.65s	0.61s	0.20s	0.11s	0.37s	0.25s	0.76s	0.23s	0.28s
Shortest Time	0.13s	0.09s	0.06s	0.05s	0.04s	0.04s	0.05s	0.04s	0.04s	0.04s	0.05s	0.04s	0.04s
Longest Time	7.83s	2.63s	5.43s	6.04s	4.18s	3.59s	0.58s	0.60s	2.35s	1.04s	6.06s	3.20s	2.19s
Median Time	1.79s	0.33s	0.26s	0.21s	0.18s	0.17s	0.18s	0.05s	0.10s	0.17s	0.19s	0.06s	0.09s
PStDev Time	1.90s	0.63s	1.44s	1.43s	0.98s	0.89s	0.14s	0.11s	0.55s	0.25s	1.43s	0.48s	0.42s

gTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Notification Time	—	—	3.31s	1.34s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	1	3	0	0	1	1	0	1	0	0	1
Mean Time	—	—	3.31s	0.60s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s
Shortest Time	—	—	3.31s	0.14s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s
Longest Time	—	—	3.31s	1.46s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s
Median Time	—	—	3.31s	0.19s	—	—	0.24s	0.19s	—	0.52s	—	—	0.18s
PStDev Time	—	—	0.00s	0.61s	—	—	0.00s	0.00s	—	0.00s	—	—	0.00s

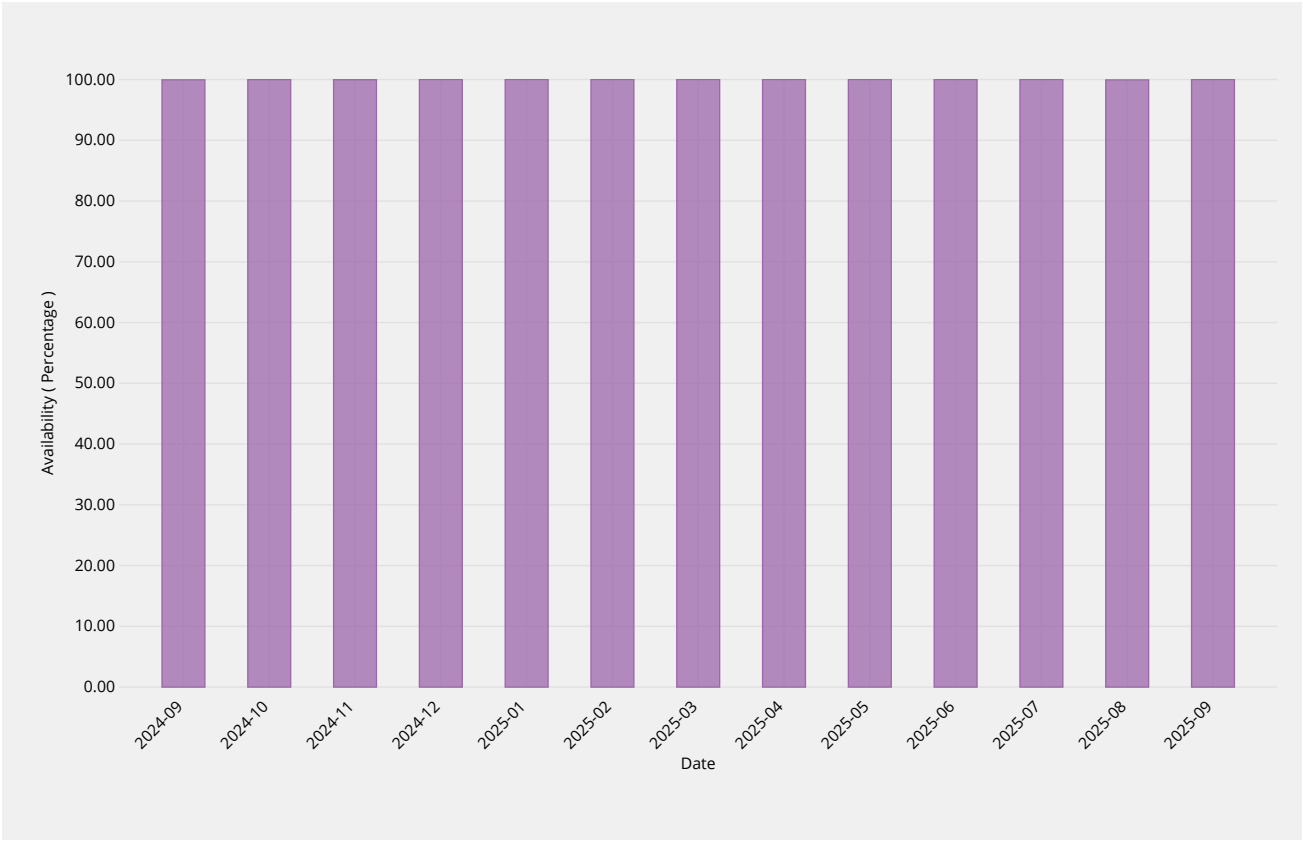
ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Notification Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Mean Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Shortest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Longest Time	—	—	—	—	—	—	—	—	—	—	—	—	—
Median Time	—	—	—	—	—	—	—	—	—	—	—	—	—
PStDev Time	—	—	—	—	—	—	—	—	—	—	—	—	—

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Notification Time	12.93s	—	—	—	1.51s	1.26s	0.30s	3.84s	3.98s	—	0.17s	1.09s	2.23s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Notification Count	4	0	0	0	2	3	2	4	3	0	2	2	4
Mean Time	5.55s	—	—	—	1.12s	1.15s	0.26s	1.70s	1.89s	—	0.15s	0.68s	1.00s
Shortest Time	0.16s	—	—	—	0.68s	0.98s	0.21s	0.20s	0.12s	—	0.13s	0.22s	0.18s
Longest Time	14.50s	—	—	—	1.55s	1.27s	0.31s	4.30s	4.28s	—	0.18s	1.14s	2.42s
Median Time	3.78s	—	—	—	1.12s	1.21s	0.26s	1.14s	1.25s	—	0.15s	0.68s	0.70s
PStDev Time	5.38s	—	—	—	0.44s	0.12s	0.05s	1.55s	1.76s	—	0.02s	0.46s	0.90s

System Availability

IANA Website

Percentage availability of IANA website for consulting documentations and other posted materials.



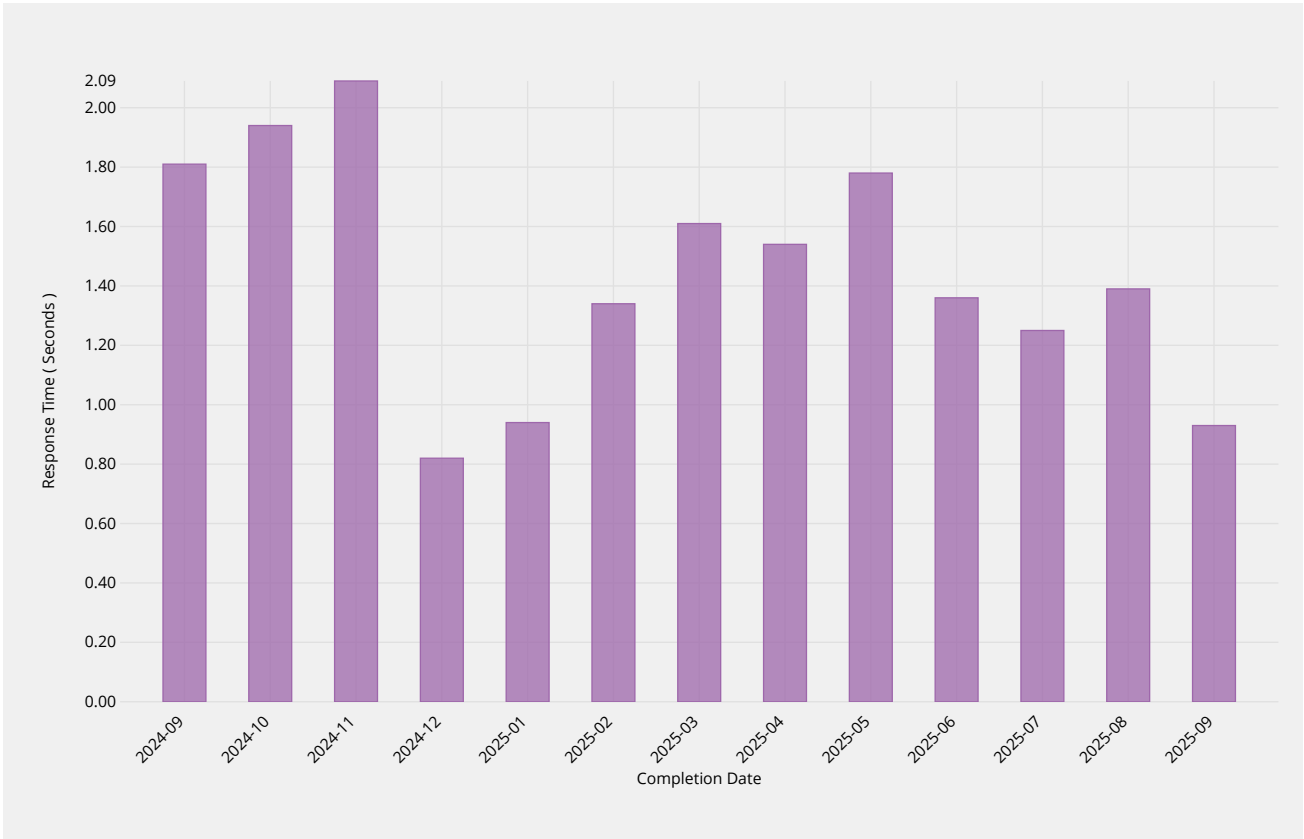
IANA Site Availability	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Availability	99.95%	99.99%	99.97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.94%	100.00%
Monthly Threshold	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%

Root Zone Management System

Percentage availability of the RZMS to allow customers to perform self-service operations via the web

Credential Recovery

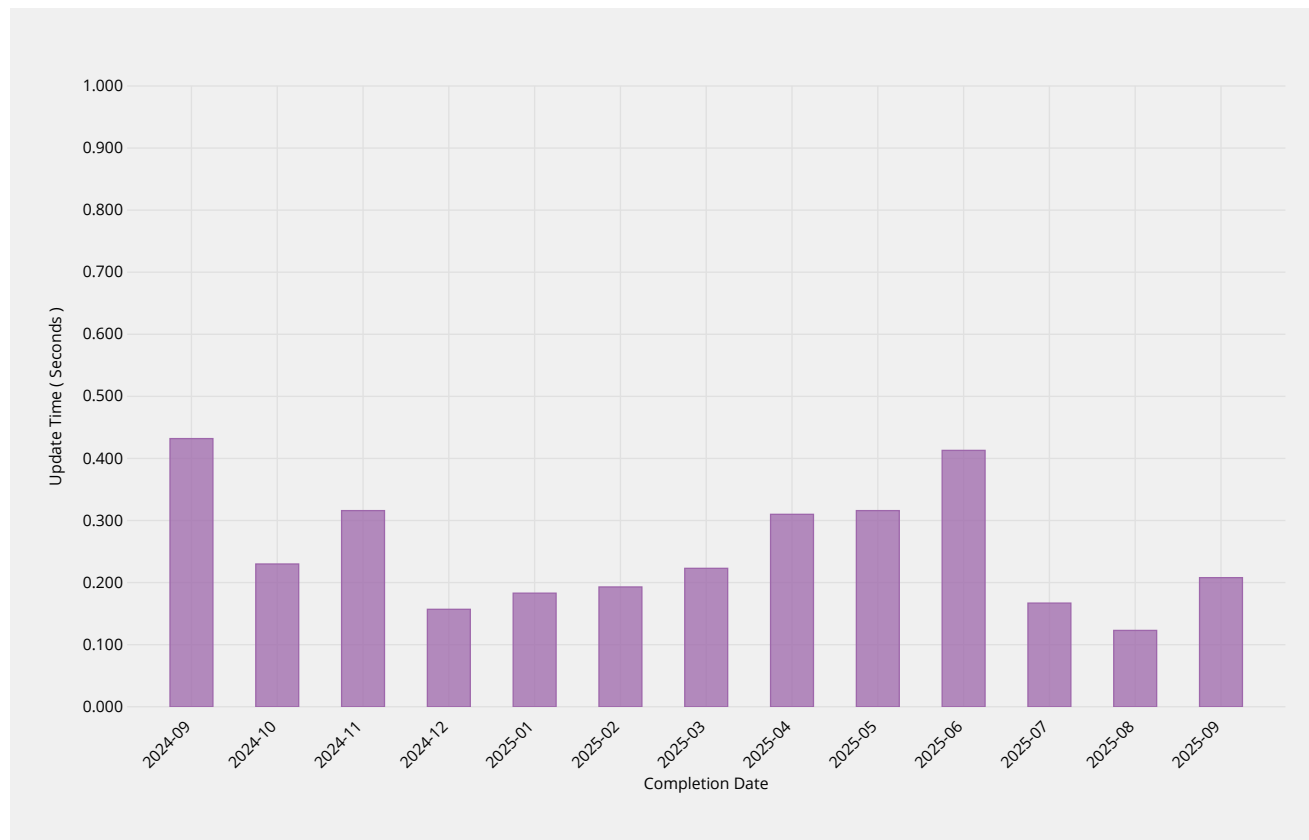
Time to dispatch confirmation email of forgotten password.



Credential Recovery Response	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	1.81s	1.94s	2.09s	0.82s	0.94s	1.34s	1.61s	1.54s	1.78s	1.36s	1.25s	1.39s	0.93s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Response Count	6	8	8	7	12	13	12	10	8	5	11	16	11
Mean Time	1.30s	0.70s	1.04s	0.33s	0.34s	0.44s	0.64s	0.46s	0.64s	0.89s	0.52s	0.43s	0.31s
Shortest Time	0.27s	0.04s	0.11s	0.03s	0.02s	0.08s	0.08s	0.03s	0.02s	0.57s	0.02s	0.02s	0.03s
Longest Time	1.86s	1.99s	2.37s	0.86s	1.38s	1.42s	1.76s	2.23s	2.09s	1.45s	1.75s	1.57s	1.25s
Median Time	1.40s	0.41s	1.00s	0.18s	0.23s	0.22s	0.37s	0.22s	0.25s	0.89s	0.42s	0.26s	0.24s
PStDev Time	0.51s	0.75s	0.73s	0.31s	0.35s	0.44s	0.55s	0.62s	0.68s	0.33s	0.45s	0.43s	0.34s

Credential Change

Time to implement new password within the system.



Credential Change	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Update Time	0.843s	0.633s	1.056s	0.449s	0.656s	0.532s	0.853s	1.111s	1.014s	1.125s	0.528s	0.243s	0.584s
Monthly Threshold	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s	300s
Threshold Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Update Count	6	8	8	7	11	9	10	6	7	4	10	7	11
Mean Time	0.432s	0.230s	0.316s	0.157s	0.183s	0.193s	0.223s	0.310s	0.316s	0.413s	0.167s	0.123s	0.208s
Shortest Time	0.097s	0.082s	0.086s	0.078s	0.071s	0.074s	0.071s	0.074s	0.070s	0.075s	0.072s	0.069s	0.068s
Longest Time	0.885s	0.648s	1.310s	0.604s	0.796s	0.611s	1.222s	1.451s	1.190s	1.286s	0.829s	0.250s	0.681s
Median Time	0.393s	0.103s	0.109s	0.083s	0.075s	0.077s	0.075s	0.084s	0.074s	0.145s	0.078s	0.074s	0.080s
PStDev Time	0.329s	0.229s	0.407s	0.183s	0.231s	0.184s	0.347s	0.510s	0.400s	0.507s	0.223s	0.074s	0.208s

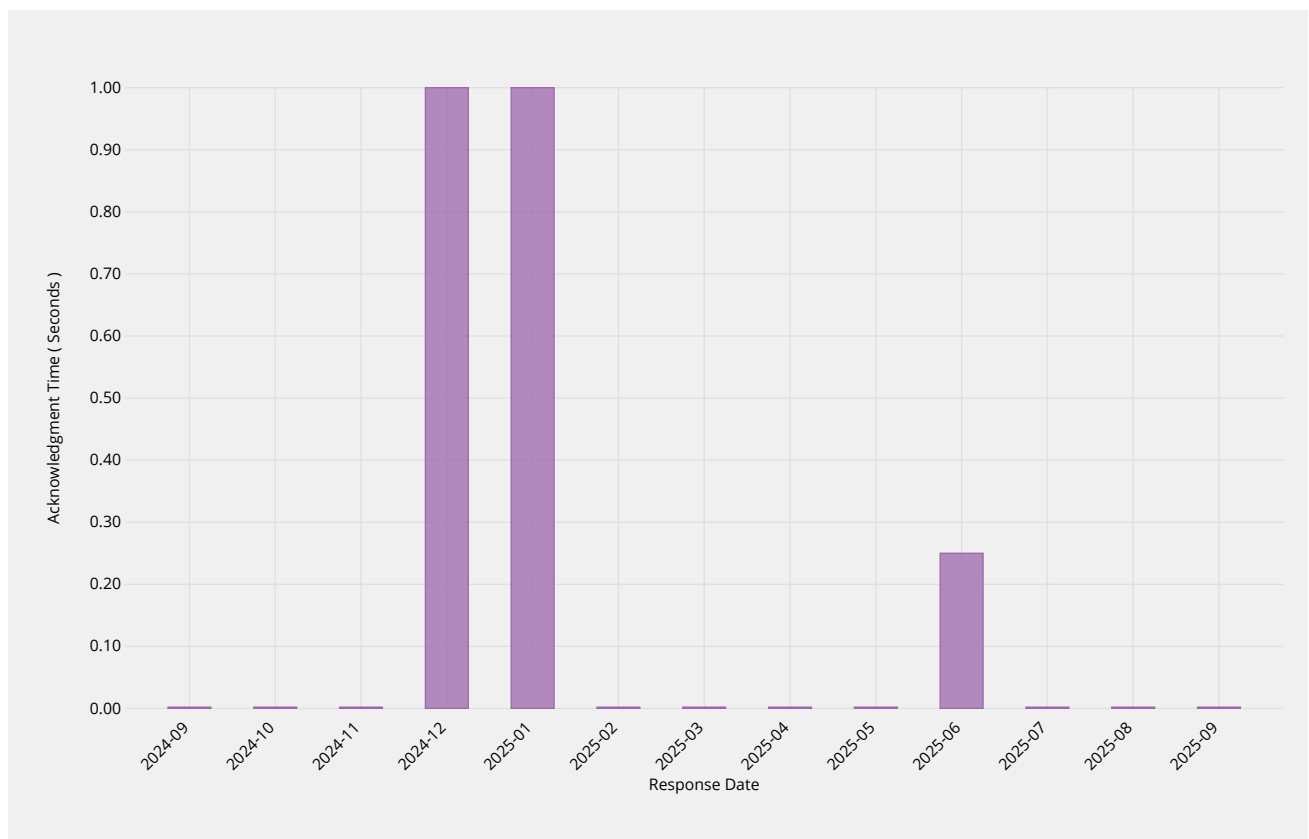
ccTLD Creation/Transfer	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	0	0	0	0	0	0	0	0	0	0	0	0	0

Other Changes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Accuracy	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Monthly Threshold	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Incident Count	0	0	0	0	0	0	0	0	0	0	0	0	0
Request Count	4	0	0	0	2	3	2	4	3	0	2	2	4

Enquiry Processing

Time to acknowledge

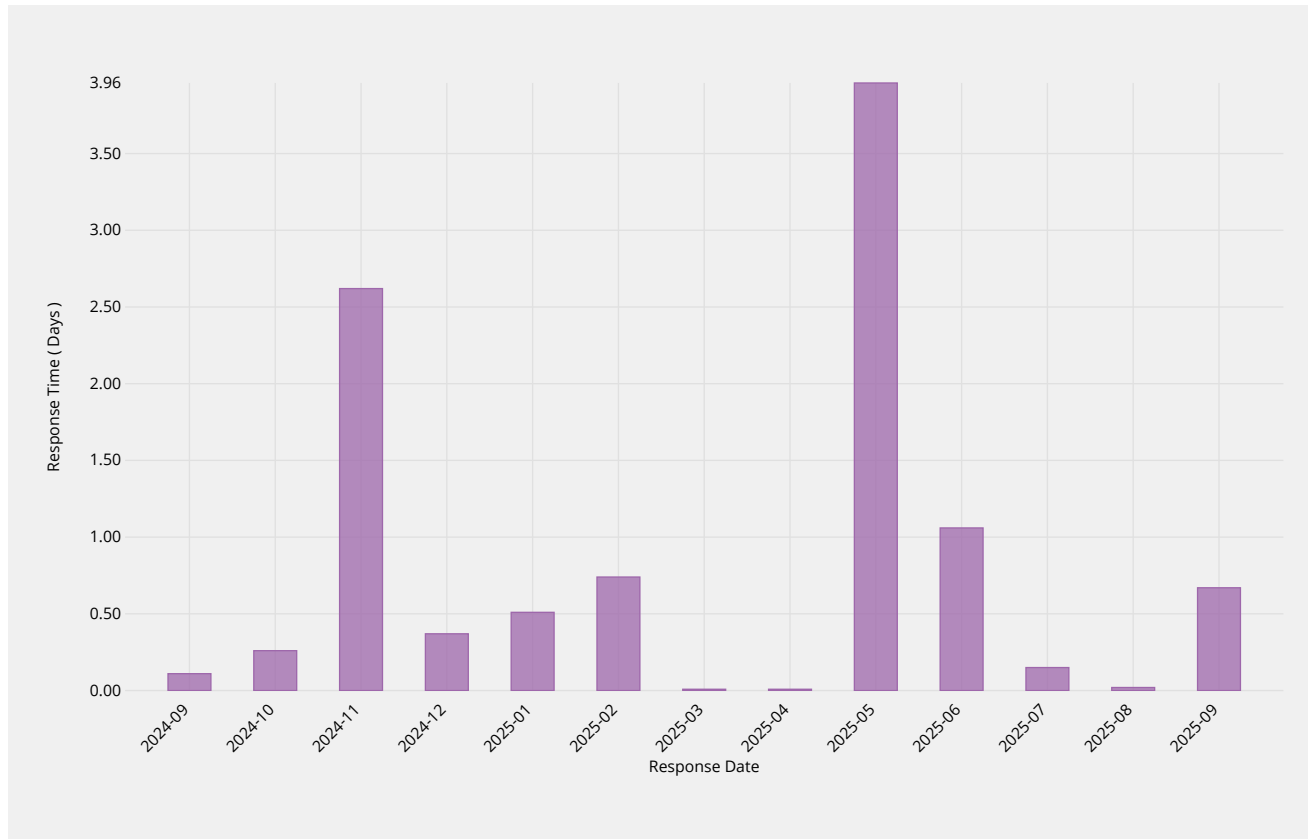
Time taken to send initial acknowledgement of a receipt of a general enquiry pertaining to root zone management but not pertaining to interactions in a change request context.



Manual Enquiries	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Acknowledgment Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.85s	0.00s	0.00s	0.00s
Monthly Threshold	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s	60s
Acknowledge Percentile	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%	95.0%
Acknowledgment Count	1	2	1	1	1	2	0	1	0	4	5	1	1
Mean Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.25s	0.00s	0.00s	0.00s
Shortest Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
Longest Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	1.00s	0.00s	0.00s	0.00s
Median Time	0.00s	0.00s	0.00s	1.00s	1.00s	0.00s	—	0.00s	—	0.00s	0.00s	0.00s	0.00s
PStDev Time	0.00s	0.00s	0.00s	0.00s	0.00s	0.00s	—	0.00s	—	0.43s	0.00s	0.00s	0.00s

Time to initial response

Time taken for staff to respond to enquiry, either in part or in whole.



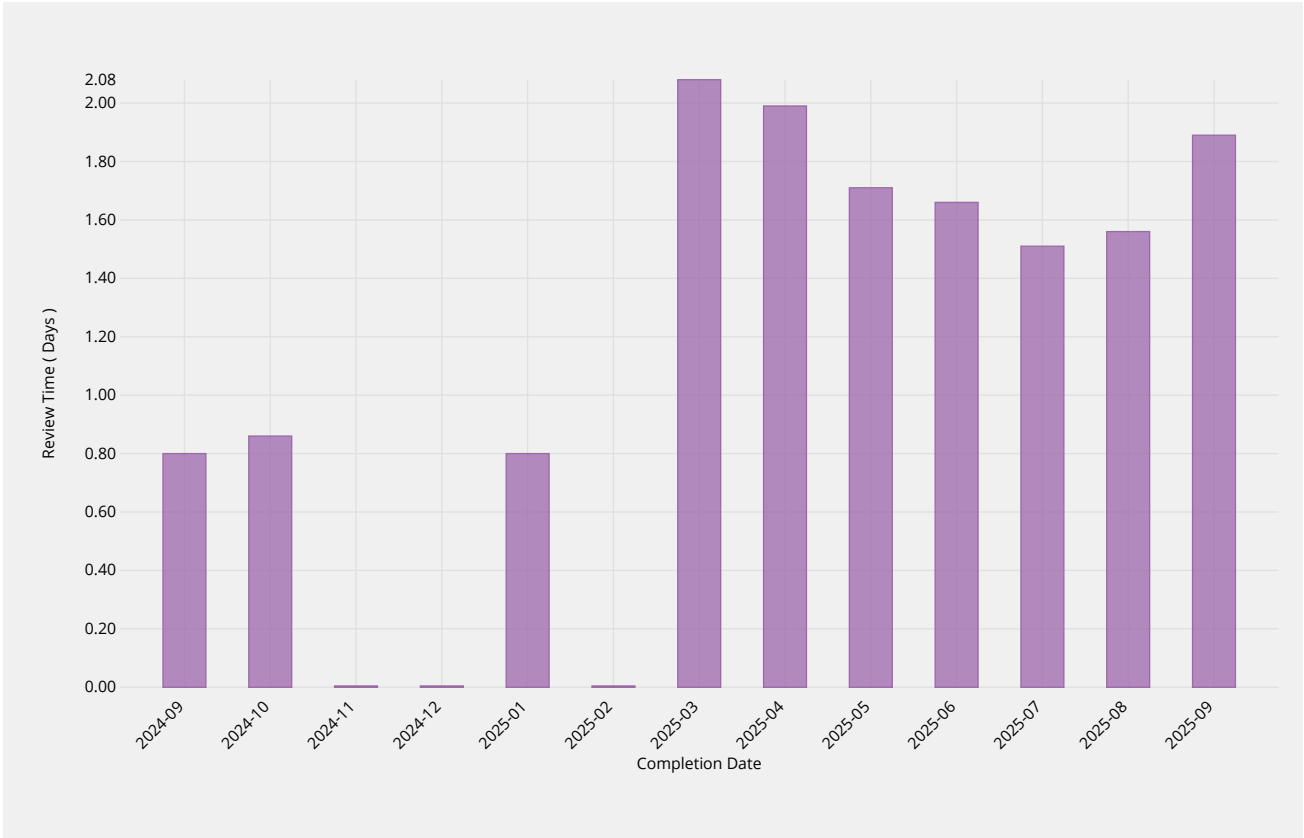
Manual Enquiries	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Response Time	0.11d	0.26d	2.62d	0.37d	0.51d	0.98d	—	—	3.96d	2.33d	0.22d	0.02d	0.67d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	1	1	1	1	2	0	0	1	4	5	1	1
Mean Time	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—	3.96d	1.06d	0.15d	0.02d	0.67d
Shortest Time	0.11d	0.26d	2.62d	0.37d	0.51d	0.44d	—	—	3.96d	0.05d	0.11d	0.02d	0.67d
Longest Time	0.11d	0.26d	2.62d	0.37d	0.51d	1.04d	—	—	3.96d	3.05d	0.24d	0.02d	0.67d
Median Time	0.11d	0.26d	2.62d	0.37d	0.51d	0.74d	—	—	3.96d	0.57d	0.12d	0.02d	0.67d
PStDev Time	0.00d	0.00d	0.00d	0.00d	0.00d	0.30d	—	—	0.00d	1.17d	0.05d	0.00d	0.00d

Label Generation Rulesets

Review Time

The time it takes for staff to review a submission and either agree that it is well-formed or send it back

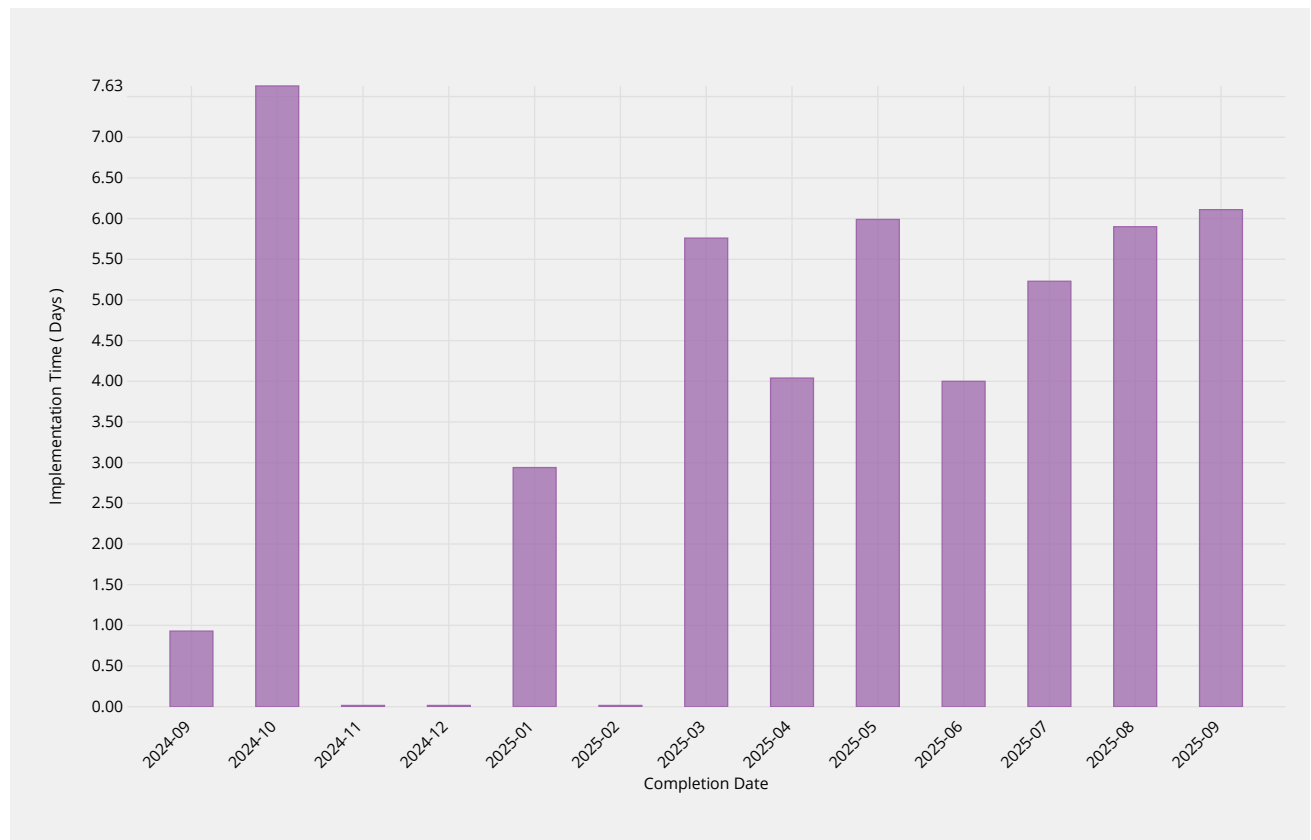
for remediation.



Review Time	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Review Time	0.80d	0.86d	—	—	0.80d	—	2.08d	1.99d	1.71d	1.66d	1.51d	1.56d	1.89d
Monthly Threshold	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d	5d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Review Count	1	4	0	0	1	0	2	12	7	9	4	18	9
Shortest Time	0.80d	0.00d	—	—	0.80d	—	0.00d	0.00d	0.48d	0.86d	0.91d	0.00d	0.00d
Longest Time	0.80d	1.08d	—	—	0.80d	—	2.31d	3.94d	1.97d	2.20d	1.52d	1.87d	1.99d
Median Time	0.80d	0.16d	—	—	0.80d	—	1.15d	0.84d	0.83d	1.31d	1.27d	1.56d	1.30d
PStDev Time	0.00d	0.44d	—	—	0.00d	—	1.15d	0.99d	0.47d	0.38d	0.27d	0.58d	0.64d

Implementation Time

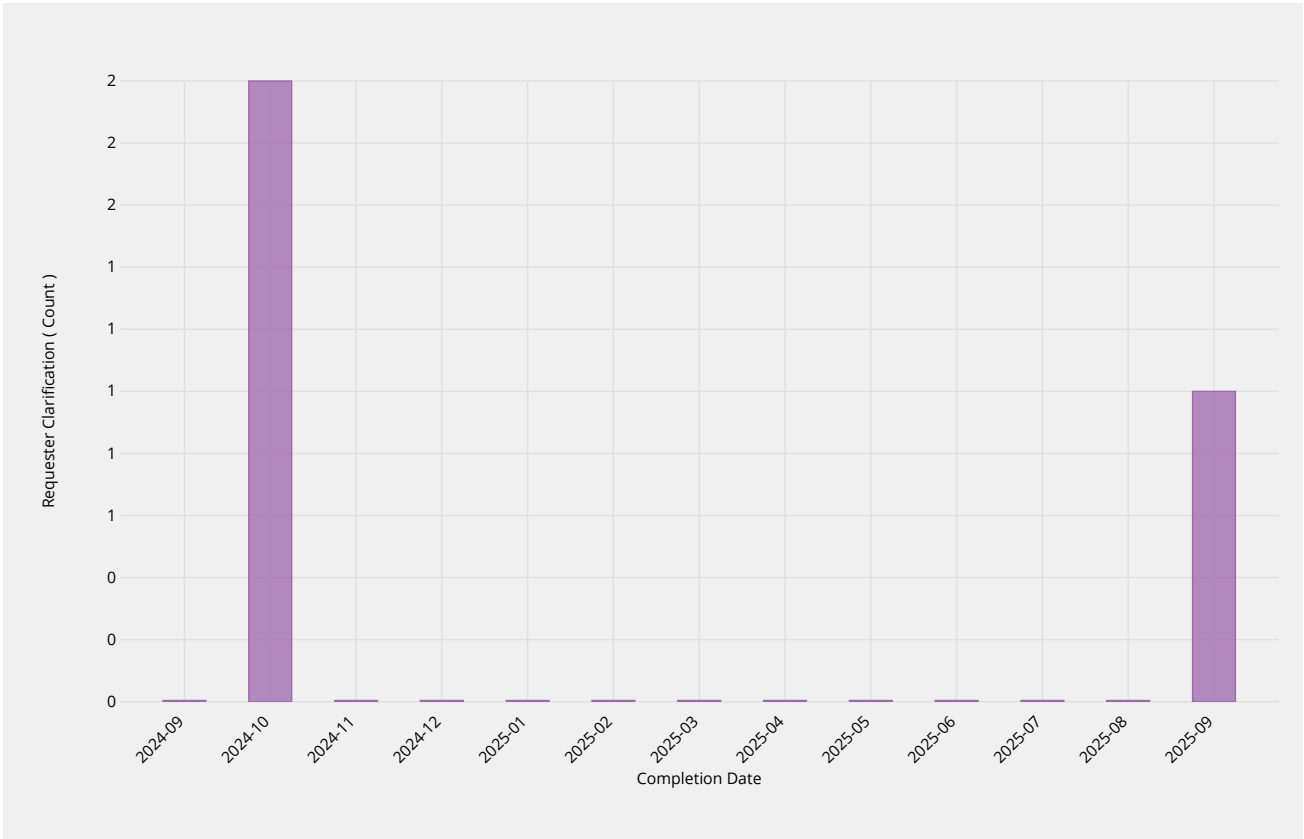
Time it takes for staff to publish a change once it meets all requirements.



Implementation Time	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Implementation Time	0.93d	7.63d	—	—	2.94d	—	5.76d	4.04d	5.99d	4.00d	5.23d	5.90d	6.11d
Monthly Threshold	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d	7d
Threshold Percentile	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%	90.0%
Request Count	1	4	0	0	1	0	2	12	7	9	4	18	9
Shortest Time	0.93d	1.05d	—	—	2.94d	—	2.10d	1.02d	3.20d	0.16d	0.33d	1.06d	1.04d
Longest Time	0.93d	8.31d	—	—	2.94d	—	6.17d	6.10d	6.00d	4.78d	5.25d	5.90d	6.28d
Median Time	0.93d	6.02d	—	—	2.94d	—	4.13d	2.53d	4.35d	2.05d	5.18d	5.90d	5.03d
PStDev Time	0.00d	2.65d	—	—	0.00d	—	2.03d	1.59d	0.95d	1.41d	2.11d	1.83d	1.65d

Requester Clarification

The number of times a clarification or remediation was required from the requester.



Requester Clarification	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Count	0	2	—	—	0	—	0	0	0	0	0	0	1
Request Count	1	4	0	0	1	0	2	12	7	9	4	18	9
Shortest Clarification	0	0	—	—	0	—	0	0	0	0	0	0	0
Longest Clarification	0	2	—	—	0	—	0	0	0	0	0	0	1

Time per Actor

Average time taken for staff processing, requester clarification, administrative contact authorization and

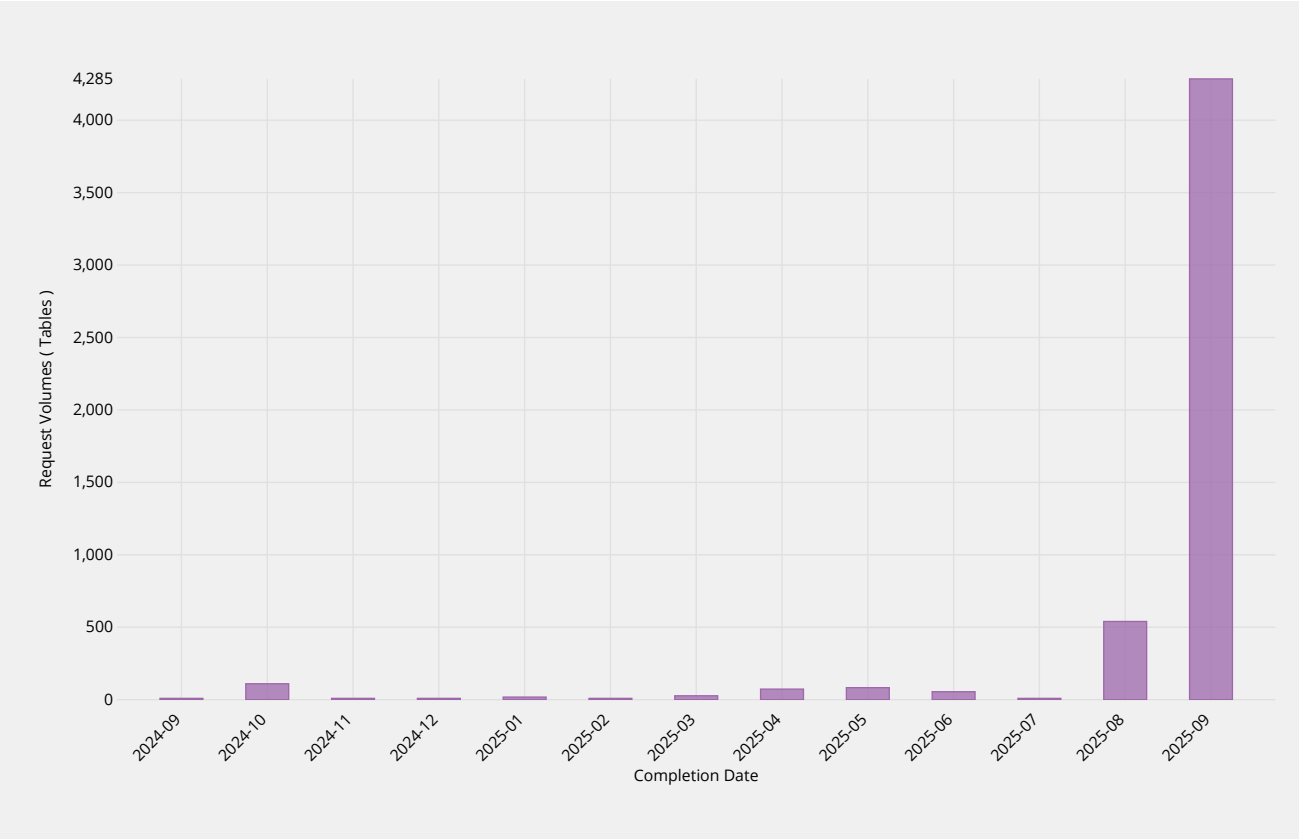
Completion Date	IANA	Requester	Authorizer	Regulatory
2024-09	2.5	0.1	0.1	0.1
2024-10	8.8	8.7	19.72	0.1
2024-11	0.1	0.1	0.1	0.1
2024-12	0.1	0.1	0.1	0.1
2025-01	7.8	0.1	0.1	0.1
2025-02	0.1	0.1	0.1	0.1
2025-03	12.2	0.1	0.1	0.1
2025-04	4.8	0.1	0.1	0.1
2025-05	7.2	0.1	0.1	0.1
2025-06	6.1	0.1	0.1	0.1
2025-07	6.5	0.1	0.1	0.1
2025-08	7.9	0.1	0.1	0.1
2025-09	8.1	0.3	6.0	0.1

[illegible]

Regulatory	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Longest Time	—	0.01d	—	—	—	—	—	—	—	—	—	—	0.01d
Median Time	—	0.01d	—	—	—	—	—	—	—	—	—	—	0.01d
PStDev Time	—	0.00d	—	—	—	—	—	—	—	—	—	—	0.00d

Request Volumes

Total number of LGRs added or modified.



Request Volumes	2024-09	2024-10	2024-11	2024-12	2025-01	2025-02	2025-03	2025-04	2025-05	2025-06	2025-07	2025-08	2025-09
Total LGRs Processed	1	110	—	—	18	—	27	73	83	55	5	540	4285
Request Count	1	4	0	0	1	0	2	12	7	9	4	18	9
Average LGRs per Request	1	28	—	—	18	—	14	6	12	6	1	30	476
Smallest per Request	1	1	—	—	18	—	1	1	2	2	1	1	2
Largest per Request	1	103	—	—	18	—	26	20	48	17	2	206	4141

Definitions

Service Definitions

While there are many different ways change requests can be categorized, the key areas of distinction between different processing types for the purposes of metrics are as follows:

- **Category I (Routine updates impacting Root Zone File)** — Routine change requests that alter the technical data published in the DNS root zone (e.g. changes to NS records, DS records and glue records) . For these changes the process requires IANA, both pre- and post-transition, to engage third parties to implement, publish and distribute changes in the root zone file.
- **Category II (Routine updates not impacting Root Zone File)** — Routine change requests that do not alter the DNS root zone file (e.g. contact data and metadata). These changes do not engage third parties as part of implementation, and therefore will have a materially different processing timeframe.
- **Category III (Creating or Transferring a gTLD)** — Requests to create (“delegate”) or transfer (“redelegate” or “assign”) a generic top-level domain. These changes require additional processing by IANA to ensure policy and contractual requirements are met associated with a change of control for the TLD. While the key processing is performed elsewhere within ICANN, the IANA processing is significant and therefore distinguishes this type of request from a routine change request.
- **Category IV (Creating or Transferring a ccTLD)** — Requests to create or transfer a country-code top-level domain. These changes require additional processing by IANA to ensure policy requirements are met. This processing is performed by IANA staff, and includes performing additional analysis on the change request, producing a report, and having that report reviewed externally (including verification that all existing registration data has been successfully transferred from the old to new Registry operator). This processing is significant, and is normally substantially longer than a routine change request, and therefore should be distinguished.
- **Category V (Other change requests)** — Other non-routine change requests. IANA is required to process change requests that may have special handling requirements, or require additional documentary evidence or additional clarifications from the customer or third parties, that do not afford them the ability to automate. These scenarios include, but are not necessarily limited to:
 - i. Customers that require requests to be handled outside the online self-service platform, such as those lodging change requests through the exchange of postal mail;
 - ii. Customers that have placed special handling instructions on file with IANA, or have otherwise asked for special handling for a request that deviates from the normal process, that must be executed manually by IANA staff;
 - iii. Unique legal or regulatory encumbrances that must be satisfied that require additional processing;
 - iv. Removing a TLD from service (e.g. retirement or revocation);
 - v. Changes that relate to the operation of the root zone itself, including changing the Root Key Signing Key, altering the set of authoritative name servers for the root zone (e.g. the “root servers”), and changes to the “root hints” file.

Field Definitions

The fields in the preceding tables are as follows:

- **Process.** The business process that IANA is requested to perform.
- **Metric.** The individual metric that will be measured as part of the completion of the business process.
- **Target.** The specified target for each individual change request.
- **Type.** Whether the target specified is a minimum target (compliance must not be less than the target) or a maximum target (compliance must not be more than the target).
- **Breach.** The percentage limit of change requests within the specified period that fail to meet the metric, which if reached is deemed a breach in the SLE.
- **Period.** The period over which SLE compliance is measured.